





#### **Featured Article:**

# Don't Ever Let Your IT Company Do This To Your Computer Network



Today, when companies need to be lean, nimble and brutally efficient to survive in a competitive marketplace, cutting unnecessary costs is paramount. Unfortunately, it can be easy when you're on a tight budget to accidentally strip away components of your business that may seem gratuitous but are actually essential to your success.

One of the first things that often ends up on the chopping block in the frenzy to save money is IT. Instead of continually investing in Managed IT Services, where professionals carefully maintain, protect and update your network month to month, some businesses decide that the best way to keep their technology running smoothly is to simply leave it alone, calling up a professional only when something breaks down.

Of course, this approach forgoes monthly costs and shaves off a fair few dollars from your technology budget in the short run. But while this approach may seem cost-effective, it opens up your business to a huge variety of technological crises, from expensive network outages to cyberattacks that may cripple the very future of your company.

**The Problem With A 'Break-Fix' Strategy** It can be hard to imagine the huge list of problems that might arise within your network. So, it's an understandable strategy to wait to do something until an issue becomes a serious problem. At that point, they bring in a professional who – charging by the hour – attempts to find and repair whatever may be broken. It seems like a logical approach, but unfortunately, it's littered with huge hidden costs. If you're calling an IT expert only when... Continue Reading



Our CEO, Will Nobles, will be speaking from the NASDAQ podium about Cyber Security on April 30th! Be on the lookout for the recording of his speech in next month's newsletter!

# SHINY NEW GADGET OF THE MONTH:

## 4K HDR Projector Can Beam A 150-Inch Picture Onto Your Wall



A 65-inch OLED TV is a beautiful thing. But can it compare to a crisp, bright 150-inch display in the comfort of your home?

That's what LG is offering this year with its new 4K HDR projector, the HU80KA. Clocking in with a 3840 x 2160 resolution, 2,500 lumens and a stunning picture, the portable device is an attractive offer indeed.

The device is only a few feet tall, but it looks like it will be the ideal piece of equipment for home theater enthusiasts. It's the closest you can get to the bigscreen experience, and you won't even have to plonk down 20 bucks for a tub of popcorn. It remains to be seen, though, whether it'll be worth the price tag. At the time of writing, the price has not yet been released, but bulkier, less portable competitors cost a little under \$2,000 currently.

# 19 Ways To Live Well And Sanely In Crazy Times

There's no discounting the fact that we're living through some crazy times. With political upheavals, game-changing social media movements and chaotic world events, there's a lot going on.

I'm not about to overlook the tremendous opportunities that exist these days, but with spring cleaning right around the corner, I've been focusing on this question: how can we live well in these crazy times?

- **1. Don't add to the craziness.** Be civil to those with whom you disagree. Balance your heart and your head, so emotions don't outweigh reason.
- 2. Separate fact from opinion.
  Don't get excited about things that either aren't true or are wildly exaggerated to get attention. Daniel Patrick Moynihan said, "Everyone is entitled to their own opinion, but not to their own facts."
- **3.** Act with integrity even when others don't. Just because others are behaving badly doesn't mean you should too.
- **4. Slow down.** The longer I live, the more convinced I am that you accomplish more of real importance by slowing down. Speed is necessary at times, but make sure you're not chasing rabbits when you could be tracking the big game.
- **5. Eat slower.** A friend's father-in-law was a doctor, and when asked what the most important thing was that a person could do to improve their health, he said "Chew more."
- **6. Get enough sleep.** Lack of sufficient sleep is a major influence on poor health, both mentally and physically.
- 7. Read for education and entertainment. The best novels aren't just engaging, they teach us something about the world and about ourselves. In addition, read about current events and personal development to keep well-rounded.

- **8. Limit your news intake.** Being saturated with more of the same, day in and day out, can be fatiguing and frustrating. Be informed, but not inundated.
- **9. Exercise.** It's as simple as that.
- **10.** Have deeper conversations with friends. Go beyond, "How's it going?" to "What are you thinking?" Move past the superficial and really connect.
- **11. Take a trip.** The best way to enlarge your perspective is to travel abroad. But if you can't, for whatever reason, visit a new state or spend time in a museum.
- 12. Be civil.
- 13. Be kind.
- **14.** Count your blessings every day. To be precise, list at least three. No matter how bad it gets, there are always things to be thankful for.
- 15. Spend less than you make.
- **16.** Invest more in experiences and less in stuff.
- **17. Live intentionally.** Be specific about what you want to accomplish each day. Don't sleepwalk through your life.
- **18.** If you can't take action to deal with something, don't worry about it. And if you can, then do it and stop worrying!
- **19. Tell people you love that you love them.** You'll rarely regret telling someone that you love them, especially when you no longer have the chance to do so.



# Here's The One Reason Why You Need So Many Different Passwords...

Thinking up passwords and managing them is a big pain, no two ways around it. One website requires a symbol, and another requires 14 characters. Meanwhile, your bank requires 10 characters, four PIN numbers and the answer to a secret question. In the midst of all this, it's easy to just use the same three or four passwords for everything — after all, that's more secure than a single password, right?

But imagine this. Say you use the same password for your Gmail, your Amazon and the account you use to order gift cards at a 10% discount for client gifts. One day, the gift card website is hacked. Not only do the crooks get your credit card info, they also get the list of all the website's users and those users' passwords. Then, they publish these freely on the internet.

But if you use different passwords for all your accounts, you're safe despite any crisis that may arise. Make sure you practice good password security.

### **4 Ways To Improve Customer Satisfaction**

### And Increase Your Profitability At The Same Time

- **1 Host an event.** In B2B companies and small businesses that have a highly specific and local customer base, a big appreciation event can go a long way. Just make sure to view attendees as friends rather than customers you're trying to close on.
- **2 Personalize your services.** If you're able to tailor your offerings to your customers' desires, that extra effort can really impress the people you serve. It doesn't have to be complicated. Get creative and add that little bit of human touch to your product.

- **3 Send handwritten notes.** E-mails, social media and phone calls are great, but if you want a thank-you card or customer appreciation note to stand out, it's best to write them by hand.
- **4 Launch a loyalty program.** These programs can increase profits for you and your business, but they'll also have the benefit of making your most loyal customers feel engaged and appreciated.



The Grand Prize Winner of last month's Trivia Challenge Quiz is

#### Jennifer Bagwell from Cornerstone Masonry Group!

Now, here's this month's trivia question!

#### Who Wants To Win A \$25 Amazon Gift Card?

Alexander Graham Bell is credited as the inventor of the telephone. The first call is said to have taken place on March 10, 1876 in Boston. What are the words that Bell is said to have uttered?

- A) Once more unto the breach, dear friend
- B) Mr. Watson, come here I want to see you
- C) We few, we happy few, we band of brothers
- D) Is this Pizza Hut?

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